

# Office of the Commissioner of Insurance

## Agency Performance Dashboard

Q3 FY2018

### Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

### Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

## Economic Development

Wisconsin domestic insurers rank nationally

### Metric Definition

This compares Wisconsin's number of domestic insurers to the national average.

Goal Met	Current	Previous	Target	Trend
✓	5th	5th	Top 10	↔

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** A domestic insurer is an insurance company formed under the laws of the state where the insurance is written. The information is published by the National Association of Insurance Commissioners (NAIC) and compiled from individual company annual reports.

Premium and investment rank nationally

### Metric Definition

The amount of premiums and investments for Wisconsin domestic insureds compared to the national average.

Goal Met	Current	Previous	Target	Trend
✓	18th	18th	Top 25	↔

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** This metric demonstrates how much premium and investment in total the Wisconsin domestics have relative to other states. Premium is the financial cost of obtaining an insurance policy, paid as a lump sum or in installments during the duration of the policy. The information is published by the National Association of Insurance Commissioners (NAIC) and compiled from individual company annual reports.

## Reform and Innovation

## Average form process time frame

### Metric Definition

The time it takes our market regulation bureau to process new forms from insurance companies. Speed to market is important to insurance companies and consumers. Quick review time ensures consumers can buy and insurers can sell the newest products available.

Goal Met	Current	Previous	Target	Trend
✓	8 days	10.3 days	45 days	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** If forms are not processed on a timely basis, insurers would be at a competitive disadvantage as they would be unable to adjust to changing market conditions.

## Average rate process time frame

### Metric Definition

The time it takes for the agency to process rate reviews. Insurers need to have rate increases and decreases processed promptly in order to ensure consumers are paying appropriate rates for the coverage. Regulatory delays can lead to even higher increases for consumers and financially harm insurers.

Goal Met	Current	Previous	Target	Trend
✓	8 days	10.3 days	45 days	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** A review to confirm that rates filed are consistent with the Wisconsin Insurance laws and regulations and that rates filed are not excessive, inadequate or unfairly discriminatory.

## State rank of homeowners insurance premiums

### Metric Definition

Ranks the cost of homeowners insurance premiums against the cost in other states. This metric demonstrates that Wisconsin consumers pay far less than average for their homeowners premium.

Goal Met	Current	Previous	Target	Trend
✓	4th	4th	Top 10	↔

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** This is from the Insurance Information Institute (Average Homeowner's Insurance Premiums Ranked by State, 2014). Wisconsin's average yearly homeowner's premium was \$686.00 compared to the national premium average of \$1,132 per year.

#### State rank of auto insurance premiums

##### Metric Definition

Ranks the cost of auto insurance premium against the cost in other states. This demonstrates that Wisconsin consumers pay less than other states for auto coverage.

Goal Met	Current	Previous	Target	Trend
✓	8th	3rd	Top 10	↓

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** This is from the Insurance Information Institute (10 Least Expensive States for Automobile Insurance, 2014) Wisconsin's average expenditures for auto insurance per year was \$646.48 compared to the national average expenditures for auto insurance of \$866.31.

## Efficient and Effective Services

#### Number of phone calls/average wait time

##### Metric Definition

A measure of our ability to respond in a timely manner when a consumer calls us. A short wait time helps show OCI's responsiveness to consumers.

Goal Met	Current	Previous	Target	Trend
✓	22.6 seconds	23.6 seconds	45 seconds	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** OCI staff are trained to respond to consumer calls in a timely manner.

#### Agent licensing processing time

##### Metric Definition

The average time it takes for OCI to process an agent's license in actual days not business days.

Goal Met	Current	Previous	Target	Trend
✓	2 days	2 days	10 days	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Agent licensing has fully implemented our new vendor and as indicated in Q2, processing time would reduce to 24-48 hours. This goal has been achieved.

## Number of complaints

### Metric Definition

The number of complaints received. The goal is to ensure insurance company compliance with Wisconsin insurance laws and reduce complaints.

Goal Met	Current	Previous	Target	Trend
✓	3,919	4,114	8,000	↑

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** Complaint numbers are a measure of company compliance with WI rules and laws. Lower complaint numbers reflect better company compliance.

## Average complaint time response

### Metric Definition

The average time in days it takes for first response.

Goal Met	Current	Previous	Target	Trend
✓	1 day	1 day	7 days	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** When consumers file a complaint, the issues are very important and often have significant financial consequences for the consumer. A fast acknowledgement informs consumers.

## Financial examinations

#### Metric Definition

Financial examinations adopted within 120 days of completion of fieldwork.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Financial examinations need to be adopted within 120 days after completion of fieldwork in order to be in compliance with NAIC accreditation standards.

#### Financial examinations

#### Metric Definition

Financial examinations adopted within 18 months of the examination "As of" date.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Financial examinations need to be adopted within 18 months of the examination "As of" date in order to be in compliance with NAIC accreditation standards.

## Customer/Taxpayer Satisfaction

#### Average cost to regulate

#### Metric Definition

The average cost to regulate per \$1,000 of premium written. This is a measure of the state's cost effectiveness to regulate.

Goal Met	Current	Previous	Target	Trend
✓	50 cents	45 cents	60 cents	↓

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** Comparatively, Wisconsin is the 12th least expensive state for cost to regulate. Data is compiled from the National Association of Insurance Commissioners (NAIC) state report card.

## Customer satisfaction survey

### Metric Definition

The percentage of satisfaction based on our survey to all consumers who filed complaints.

Goal Met	Current	Previous	Target	Trend
✓	95.03%	89.8%	80%	↑

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** Survey measures customer service related to timeliness, helpfulness, resolution and staff knowledge. It is a measure of our interaction with consumers.

## Financial literacy

### Metric Definition

This reflects the number of direct consumer outreach interactions by OCI. This includes visits by OCI's outreach specialist and executive staff.

Goal Met	Current	Previous	Target	Trend
✓	117	159	100 (per year)	↓

**Reporting Cycle:** Annual (state fiscal year July 1, 2016 - June 30, 2017)

**Additional Details:** Direct consumer outreach by staff educates consumers on important insurance issues.

## Percentage health insured

### Metric Definition

The percentage of individuals covered by some type of health insurance. Wisconsin traditionally has a low uninsured rate.

Goal Met	Current	Previous	Target	Trend
✓	94.7	94.3%	85%	↑

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** This information is based on the U.S. census annual report on the uninsured and reflects a rolling two-year average.

## Open and Transparent Government

Total number of public records requests received

### Metric Definition

Total number of public records requests received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
97	77	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

### Metric Definition

Total number of public records requests completed from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
96	75	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

### Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✓	4 days	4 days	10 days	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

#### Percentage of public records requests acknowledged within one business day

##### Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

#### Percentage of current employees completing public records training

##### Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Annual (March 1, 2017 - February 28, 2018)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.



## Percentage of new employees completing public records training

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### Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

## Percentage of exiting employees that received notice of public records retention obligations

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### Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.